

Joint Commission Survey Questions

The Joint Commission presented a webinar April 2018 called, "Measurement-Based Care Update." In this webinar, they provided questions that a Joint Commission surveyor may ask during the accreditation process in regards to their Outcome Measure Standard that went into affect January 1, 2018. Questions listed below are for reference when determining measurement tools and the process your organization will use in implementing a measurement-based care process.

1. What instrument did you select to objectively monitor the progress of the individual?
2. Why did you select the instrument?
3. How do you know if positive or negative change occurs?
4. What numeric value on the instrument signals "reliable change"?
5. Are there populations of individuals that you serve who are not expected to complete the instrument? If yes, how do you monitor progress for those individuals?
6. With what frequency is the instrument re-administered to individuals served?
7. How/when do staff administer the instrument?
8. What education/training was provided to staff in preparation for implementation?
9. How was training provided?
10. Are staff who are supposed to use and interpret the data aware of the instrument's key elements (e.g., when to administer, range of scores, reliable change)?
11. Are all populations served by the organization being measured by at least one objective instrument?
12. Do client records contain evidence that the instrument was correctly administered?
13. Do progress notes indicate that results were discussed with the individual served?
14. Is there any evidence that changes in treatment goals or objectives are related to, associated with, or supported by data?
15. Do clients understand how the instrument is used to monitor their progress?
16. Has anyone on the clinical team discussed the data with them?
17. Are data aggregated and evaluated by the organization?
18. Are data used to evaluate clinician performance? If so, how is this done in a manner that is consistent with safety culture?
19. What other ways has the organization used the data?